

CLAIMS

What is claimed is:

5 1. A method for publishing call queue characteristics comprising:

monitoring a plurality of characteristics of an on hold system; and

10 responsive to a selection by a caller of a format for publishing said plurality of characteristics, transferring said plurality of characteristics to said caller in said selected format.

15 2. The method for publishing call queue characteristics according to claim 1, wherein monitoring a plurality of characteristics further comprises:

20 monitoring at least one from among a current activity status of said on hold system, an estimated activity status of said on hold system, a historical average activity status of said on hold system, and a historical average activity status of at least one current caller on hold within said on hold system.

25 3. The method for publishing call queue characteristics according to claim 1, wherein said caller is currently on hold within said on hold system.

30 4. The method for publishing call queue characteristics according to claim 1, wherein said format for publishing said plurality of characteristics further comprises at least one from

among a voice format, a text format, a video format, and a graphical format.

5. The method for publishing call queue characteristics according to claim 1, wherein transferring said plurality of characteristics further comprises:

transferring said plurality of characteristics in said format to an interface specified by said caller.

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6. The method for publishing call queue characteristics according to claim 1, wherein monitoring a plurality of characteristics further comprises:

15 monitoring an expected subject matter selection of a plurality of calls currently on hold within said hold system.

7. The method for publishing call queue characteristics according to claim 1, further comprising:

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filtering a preferred selection from among said plurality of characteristics according to output preferences for said caller.

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8. A system for publishing call queue characteristics comprising:

an on hold system for managing a plurality of calls waiting
5 on hold;

means for monitoring a plurality of characteristics of said
on hold system; and

10 means responsive to a selection by a particular caller of a format for publishing said plurality of characteristics, for transferring said plurality of characteristics to said particular caller in said selected format.

15 9. The system for publishing call queue characteristics according to claim 8, wherein said means for monitoring a plurality of characteristics further comprises:

20 means for monitoring at least one from among a current activity status of said on hold system, an estimated activity status of said on hold system, a historical average activity status of said on hold system, and a historical average activity status of at least one current caller on hold within said on hold system.

25 10. The system for publishing call queue characteristics according to claim 8, wherein said particular caller is currently on hold within said on hold system.

30 11. The system for publishing call queue characteristics according to claim 8, wherein said format for publishing said plurality of characteristics further comprises at least one from

among a voice format, a text format, a video format, and a graphical format.

12. The system for publishing call queue characteristics
5 according to claim 8, wherein said means for transferring said plurality of characteristics further comprises:

means for transferring said plurality of characteristics in said format to an interface specified by said particular caller.

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13. The system for publishing call queue characteristics according to claim 8, wherein said means for monitoring a plurality of characteristics further comprises:

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means for monitoring an expected subject matter selection of said plurality of calls currently on hold within said hold system.

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14. The system for publishing call queue characteristics according to claim 8, further comprising:

means for filtering a preferred selection from among said plurality of characteristics according to output preferences for said particular caller.

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15. A computer program product for publishing call queue characteristics, said computer program product comprising:

a recording medium;

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means, recorded on said recording medium, for monitoring a plurality of characteristics of an on hold system; and

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means, recorded on said recording medium, for enabling transfer of said plurality of characteristics to a particular caller in a format specified by said particular caller.

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16. The computer program product for publishing call queue characteristics according to claim 15, wherein said means for enabling transfer of said plurality of characteristics further comprises:

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means, recorded on said recording medium, for enabling transfer of said plurality of characteristics in said format to an interface specified by said particular caller.

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17. The computer program product for publishing call queue characteristics according to claim 15, wherein said means for monitoring a plurality of characteristics further comprises:

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means, recorded on said recording medium, for monitoring an expected subject matter selection of said plurality of calls currently on hold within said hold system.

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18. The computer program product for publishing call queue characteristics according to claim 15, further comprising:

means, recorded on said recording medium, for filtering a preferred selection from among said plurality of characteristics according to output preferences for said particular caller.

5 19. A method for interface specific call queue publishing comprising:

monitoring a plurality of characteristics of an on hold system; and

10 responsive to a selection by a caller of an interface for publishing said plurality of characteristics, transferring said plurality of characteristics to said interface selected by said caller.

15 20. The method for interface specific call queue publishing according to claim 19, wherein said interface comprises at least one from among a wireline telephone, a wireless telephone, a personal computer, a pervasive device, and an account server.

20 21. The method for interface specific call queue publishing according to claim 19, further comprising:

25 filtering a selection of characteristics from among said plurality of characteristics according to output preferences of said caller.

22. The method for interface specific call queue publishing according to claim 19, further comprising:

30 outputting a call tracking number and network address to said caller; and

responsive to detecting said call tracking number entered through a caller accessible interface accessing said network address, transferring said plurality of characteristics to said caller accessible interface.

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23. The method for interface specific call queue publishing according to claim 19, further comprising:

10 receiving a caller account identifier as said selected interface; and

transferring said plurality of characteristics via a network in an electronic mail to an account server serving said caller account identifier.

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24. The method for interface specific call queue publishing according to claim 19, further comprising:

20 receiving a caller messaging identifier as said selected interface; and

transferring said plurality of characteristics in an instant message to said caller messaging identifier via a network.

25. A system for interface specific call queue publishing comprising:

an on hold system for managing a plurality of calls waiting on hold;

30 means for monitoring a plurality of characteristics of an on hold system; and

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means responsive to a selection by a caller of an interface for publishing said plurality of characteristics, for transferring said plurality of characteristics to said interface selected by said caller.

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26. The system for interface specific call queue publishing according to claim 25, wherein said interface comprises at least one from among a wireline telephone, a wireless telephone, a personal computer, a pervasive device, and an account server.

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27. The system for interface specific call queue publishing according to claim 25, further comprising:

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28. The system for interface specific call queue publishing according to claim 25, further comprising:

means for outputting a call tracking number and network address to said caller; and

means responsive to detecting said call tracking number entered through a caller accessible interface accessing said network address, for transferring said plurality of characteristics to said caller accessible interface.

29. The system for interface specific call queue publishing according to claim 25, further comprising:

means for receiving a caller account identifier as said selected interface; and

means for transferring said plurality of characteristics via
a network in an electronic mail to an account server serving said
caller account identifier.

20¹ caller account identifier.

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30. The system for interface specific call queue publishing according to claim 25, further comprising:

means for receiving a caller messaging identifier as said
5 selected interface; and

means for transferring said plurality of characteristics in an instant message to said caller messaging identifier via a network.

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31. A computer program product for interface specific call queue publishing comprising:

a recording medium;

15 means, recorded on said recording medium; for monitoring a plurality of characteristics of an on hold system; and

20 means, recorded on said recording medium, for enabling transfer of said plurality of characteristics to an interface selected by said caller for publication of said plurality of characteristics.

25 32. The computer program product for interface specific call queue publishing according to claim 31, further comprising:

means, recorded on said recording medium, for filtering a selection of characteristics from among said plurality of characteristics according to output preferences of said caller.

30 33. The computer program product for interface specific call queue publishing according to claim 31, further comprising:

means, recording on said recording medium, for controlling output of a call tracking number and network address to said caller; and

means, recorded on said recording medium, for controlling transfer of said plurality of characteristics to said caller accessible interface responsive to detecting said call tracking number entered through a caller accessible interface accessing said network address.

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34. The computer program product for interface specific call queue publishing according to claim 31, further comprising:

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means, recorded on said recording medium, for enabling receipt of a caller account identifier as said selected interface; and

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means, recorded on said recording medium, for controlling transfer of said plurality of characteristics via a network in an electronic mail to an account server serving said caller account identifier.

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35. The computer program product for interface specific call queue publishing according to claim 31, further comprising:

5 means, recorded on said recording medium, for enabling receipt of a caller messaging identifier as said selected interface; and

10 means, recorded on said recording medium, for controlling transfer of said plurality of characteristics in an instant message to said caller messaging identifier via a network.

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